

**RESOLUTION
R2024-067**

A Resolution Authorizing the Creation of a Community Liaison Position at the DCRNC

Be it resolved by the County Board of the County of DeKalb, Illinois as follows:

WHEREAS, in November of 2023, the DeKalb County Board Authorized the Adoption and Implementation of the Jordan Healthcare Group (JHG) Business Plan for the DCRNC; and

WHEREAS, the JHG Business Plan provided the DCRNC with target census figures, as well as a plan for staffing of the facility; and

WHEREAS, due to the facility falling behind on the target census figures Jordan Healthcare Group has recommended that the JGH Plan be amended to include a include a Community Liaison Position; and

WHEREAS, JHG estimates that the creation of this position will result in three to five times the number of admissions to the DCRNC in a given month; and

WHEREAS, the Community Liaison Position is not included in the FY24 Budget but JHG believes that the additional staffing cost will be offset by the increased revenue; and

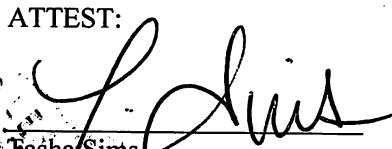
WHEREAS, the DCRNC Oversight Board has reviewed the job description, discussed the position and provided input to the Health & Human Services Committee; and

WHEREAS, the Health & Human Services Committee has considered authorizing the creation of a Community Liaison position and is recommending approval by the County Board.


NOW, THEREFORE, BE IT RESOLVED that the DeKalb County Board does hereby agrees with the recommendation of Jordan Healthcare Group and the Health & Human Services Committee and does authorize the creation of a Community Liaison Position for the DCRNC.

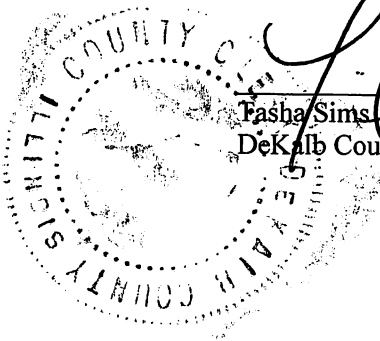
PASSED THIS 15TH DAY OF MAY 2024 AT SYCAMORE, ILLINOIS

ATTEST:


Tasha Sims
DeKalb County Clerk

SIGNED:


Ellingsworth Webb, Chair
DeKalb County Board



DRAFT JOB DESCRIPTION

JOB TITLE: COMMUNITY LIAISON

FLSA STATUS: NON-EXEMPT

JOB SUMMARY:

The Community Liaison will be responsible for maintaining and improving the utilization of facility services including marketing, resident recruiting and admissions, assisting with public relations, and promoting the DCRNC's image and philosophy of care. The Community Liaison works closely with the Admissions Coordinator to ensure facility census goals are maintained.

ESSENTIAL JOB FUNCTIONS:

- Assist in the recruitment and admission of residents to the facility.
- Plan, develop, and coordinate an effective and efficient on-going marketing program to attain maximum benefit for the facility.
- Work cooperatively with staff to coordinate the admissions process.
- Form meaningful and positive relationships with families, community agencies and groups, and with guests.
- Promote the facility, services, and events to various community groups, hospitals, retirement communities, assisted living facilities, and with prospective residents in accordance with the policies and philosophy of the DCRNC.
- Coordinate resident interviews, facility tours, and respond to inquiries related to potential resident admissions.
- Collect and review clinical information from various referral source software programs including the Medicare CWF / HETS system to facilitate admissions and to coordinate the completion of admission records for new residents per the time frames determined by Valley Hi procedures.
- Assist with completing of prospective resident National and Illinois Registered Sex Offender Registry reviews.
- Assist in the coordination of new resident admissions including entering data in the facility EMR system.
- Perform record keeping and maintenance of marketing and referral logs as directed.
- Participate and/or coordinate meetings in the community as warranted.
- Develop and participate in the planning, conducting, and scheduling of in-service activities as directed.

Community Liaison Draft Job Description |

- Perform preliminary / admission nursing assessments.
- Maintain professional competence through the participation on continuing education programs, seminars, and classes.
- Maintain a working knowledge of the skills necessary for positive and effective marketing for the facility.
- Actively market the facility on an on-going basis, to generate new marketing leads, and to develop new marketing ideas to continue to promote the DCRNC.
- Evaluate and recommend advertising opportunities such as phone book ads, newspaper ads, newspaper articles, etc.
- Collect information regarding community health, comparative facility surveys, comparative facility service reviews, and develop a resource file/directory on such services
- Assist in facility quality assurance and improvement functions.
- Maintain excellent working relationships with area referral sources, community agencies, organizations, and clubs.
- Promote and maintain resident dignity and respect.
- Promote and assist in the maintaining of a clutter free, odor free, safe resident environment.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Complete forms in accordance with company procedures both written and by data entry into the facility EMR system.
- Operate office equipment such as fax machines, copiers, phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Set up and maintain alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion; classifies active, inactive and archived files, both paper and electronic.
- Type letters, memos, charts, labels, reports or other correspondence.
- Perform other related duties as assigned

MATERIAL AND EQUIPMENT USED:

Personal Computer
Multi-line Telephone
General Office Equipment
Calculator
Copier

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Three years of experience in sales, marketing, social service or related field in a long-term care facility preferred.

Licenses and Certifications:

Valid Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Computer applications related to the work.

Skill in:

Communicating effectively, both orally and in writing, with the general public.

Using tact, discretion, initiative and independent judgment within established guidelines.

Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, and telephone systems.

Preparing moderately complex documents.

Accurately proofreading copy with accompanying knowledge of grammar, punctuation and spelling.

Performing basic mathematical computations such as addition, subtraction, multiplication, and division.

Performing data entry using word processing, spreadsheet or database commands and formats material as required.

Working Conditions:

Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are typically moderately quiet.

While performing the essential functions of this job, the incumbent is regularly required to walk, sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and see, talk or hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 25 pounds.